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PART I--THE SCHEDULE

SECTION C - DESCRIPTION/SPECIFICATION/WORK STATEMENT

C.1 PREFACE TO DESCRIPTION, SPECIFICATIONS, AND WORK STATEMENT

C.1.1 Background

As mandated by Public Law 89-522 dated July 30, 1966, the National Library Service for the Blind and Physically Handicapped (NLS/BPH) provides reading materials in recorded and braille formats to U.S. residents and U.S. citizens living abroad who are unable to use conventional print materials because of visual and physical limitations. Reading materials (books and magazines) are produced by contractors for NLS/BPH, and are distributed to a readership in excess of 759,000 through a network of 138 regional and sub-regional libraries for blind and physically handicapped individuals. In addition, books are distributed to schools, multi-state centers, and veterans' hospitals, all serving the blind. Each year, more than 23 million books and magazines are circulated to these groups. These libraries are operated by states, municipalities, or other agencies. All services and products are funded by the U.S. Congress through NLS/BPH and are provided to patrons free, including mail to and from patrons, through the U.S. Postal Service.

Books are circulated to patrons primarily through the mail from their network libraries. In addition, NLS/BPH contracts for the production and distribution of magazines, 46 in recorded form and 33 in braille, that are distributed to patrons and libraries on weekly, monthly, bi-monthly or quarterly schedules. There are also typically 18 catalogs, bibliographies, and newsletters that are distributed on an annual, quarterly, or bimonthly schedule.

C.1.2 User Materials

Contractors who produce books, equipment, or other products shall be cognizant of the consumer-responsive nature of the program and that the specifications for these products have been developed to meet the needs of program users. Materials are produced with the readers' needs foremost in mind and improved through constant monitoring and consumer input. Contractors are expected to familiarize themselves with the equipment-handling practices of blind and physically handicapped clientele and ensure that the supplies and equipment produced shall stand up under such use. A high degree of quality workmanship and product reliability is mandated by the product specification.

C.1.3 Quantity Variations

C.1.3.1 History

For each of the past five years, the Library has contracted for 25 to 35 titles per year. The Library's requirement is expected to fall within this range depending on budgetary limitations. An award under this solicitation will be a firm-fixed, unit-price contract, with the stated quantities based on a "standard title" and may include multiple awards (see also section M.1.2). The standard title is an historical average-length title which provides for equal

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evaluation of bids and an assignment of a quantity in the awarded contracts which represents the Library's total requirement.

C.1.3.2 Award Measure

Book titles to be assigned under an awarded contract are selected by the Library. Length of books will vary, as will minutes of narration and number of cassettes to be duplicated. Also, the quantity of copies of each title required for the program will vary. These variables, unknown at time of contract award, are inherent in performance of a contract awarded with a stated number of standard titles and makes it impossible for the Library always to actually assign the exact number of titles as awarded. However, using minutes of narration and number of copies (hence number of cassettes), the Library will assign actual titles in order to utilize the contract award and funds obligated as fully as possible. This may result in more or less than the stated standard titles.

C.1.4 Policy

NLS/BPH follows the mandate of Public Law 89-522 for the purchase of books, either in raised characters or in sound-reproduction recordings, by giving preference to nonprofit institutions whose activities are primarily concerned with the blind and other physically handicapped persons where bids submitted by such institutions are determined to be fair and reasonable.

To fulfill the intent of this mandate and in order to receive this preference, a contractor must perform a substantial portion of the work which is represented by the cost of producing the described items, or by making a significant contribution to the manufacture or production of the end item. In this solicitation, this is defined as follows:

- A substantial portion of the work means a minimum of fifty percent (fifty percent or more) of the narration and cassette duplication activities, to be determined by one or more of the following criteria: cost not including cost of materials, labor hours, or titles.
- A significant contribution means either the narration **or** the cassette duplication activities including mastering, packaging and shipping.

C.2 SCOPE OF WORK

Record, duplicate, package and distribute Spanish language cassette books in accordance with this solicitation document and the National Library Service for the Blind and Physically Handicapped (NLS/BPH) Specifications #202, #203, #300, #403, #701, #703 and #1202 incorporated herein and made a part hereof.

C.2.1 Product Conformance Standards

Samples of the products which precisely meet all requirements of Specifications listed above may be required at any time during the period of performance. (See also H.1, K.14 and L.3.5)

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C.3 RECORDING/DUPPLICATION OPERATIONAL PROCEDURES

NLS/BPH will provide the contractor with two (2) print copies of each title/book assigned, cassette containers, CD containers, and priority stickers.

C.3.1 Production Authorization Record

NLS/BPH will provide a Production Authorization Record (PAR) containing bibliographic information for the book cards and opening announcements. The contractor shall submit all proposed changes to the PAR to NLS/BPH for approval. Approval or rejection of proposed changes will be made in writing. NLS/BPH may also make changes to the PAR which will be provided to the contractor in writing.

C.3.2 Distribution Schedule

NLS/BPH will provide an individual distribution schedule for each title assigned. This schedule will list the number of copies of each title for each library in the NLS/BPH network, as well as, the total production requirement. The contractor shall be responsible for providing individual mailing address cards for each copy of each title. When Quality Control (QC) approval has been received for a title for which the distribution schedule is missing, the contractor shall **immediately** notify NLS/BPH. In the event more than one business day passes without receiving the schedule from NLS/BPH, the contractor may produce the book cards and the cassette and container labels in default quantities of 600. **No additional costs shall be charged against the contract for this reason without written authorization from NLS/BPH.**

C.3.3 Review Copy (Open-Reel Submaster or CD)

Upon completion of the recording cycle, the contractor shall send to the NLS/BPH Quality Assurance Section (QAS) by over-night delivery, **at contractor's expense**, one review copy on either two-track open reel submaster tapes (see specification #300) or as digital audio .wav files on CDs (see specification 1202), and one print book for narration review and approval (referred to as QC1). For titles designated "Priority" or "Rush", the contractor shall attach a "Priority" or "Rush" label to the spine of the box containing the first reel of the submaster or the first CD container. The contractor shall provide with the submaster a copy of the PAR listing the narrator, completion date, number of minutes (or the number of tracks and, if the last track is partial, the number of minutes on the last track.) The copy of the PAR submitted shall show all changes made to the PAR from the date the PAR was received by the contractor. All changes shall have been approved by NLS/BPH.

C.3.4 Open-Reel Intermasters and QC Cassette Copy

Upon receipt of approval of narration, the contractor shall prepare and send to the NLS/BPH Quality Assurance Section, by overnight delivery (UPS, FedEx, U.S. Postal Service, DHL, etc.), **at contractor's expense**, one (1) complete quality control copy of each title (including cassettes, container, labels, book cards, and a copy of the latest PAR). For titles designated "Priority" or "Rush", the contractor shall attach a "Priority" or "Rush" label to the blank area of the outside book card of the cassette control copy. Along with the control copy, the contractor

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shall also prepare and send one set of open-reel intermasters. The outside of the box containing the Intermasters shall be labeled "4-track intermasters". Approval of the control copy will be available on the NLS/BPH web site (www.loc.gov/pics). The contractor will be issued a login and password for this site. The contractor shall not distribute any title that has not been approved by the NLS/BPH.

C.3.5 Producer Activity Reports

Contractor shall submit activity reports at least weekly by web site (www.loc.gov/pics) facsimile transmission, e-mail, first class mail, or other means previously approved by NLS/BPH. Each report is due by Tuesday of the week following the week for which the report is submitted. The data shall be organized according to a format submitted by contractor before commencing production and approved by NLS/BPH. The information in the weekly report shall consist of the book number, title (abbreviated if necessary), and:

- date started for titles beginning narration during the week,
- date control copy was shipped to NLS/BPH for titles completed in narration during the week and the number of minutes of narration
- date all cassette copies were mailed to libraries for titles shipped during the week and the number of copies shipped

C.3.6 Outgoing Inspection

The contractor shall perform and document by report the full level of outgoing inspection required by Specifications #202, #203, #300, #403, #701, #703 and #1202. Each week, the contractor shall provide NLS/BPH Quality Assurance Section with copies of the outgoing inspection reports. The contractor shall not ship any title that has not passed the outgoing inspections.

C.3.7 Production Ceiling

The contractor shall not produce more than ninety (90) copies of any cassette book for a single library without contacting the project monitor or the COTR for verification. If the contractor produces more than the designated ceiling without verification, the contractor shall bear all production and disposal costs for the excess copies. Excess copies are those copies NLS/BPH is unable to place with network libraries.

C.4 READERS

The contractor shall use no reader who has not been approved for narration by NLS/BPH. Submission of audition tapes following the procedures for samples described in section L of this solicitation is required for any proposed reader who has not been approved. In addition, contractor shall use the following guidelines.

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C.4.1 The same reader shall be used for: (a) first-person series or sequel, (b) series/sequel with same characters, and (c) titles requested by NLS/BPH as indicated on the PAR by an entry in the "previous narrator" field.

C.4.2 In the event contractor cannot provide a specific reader as provided above (e.g., reader deceased, moved, voice changed, use of reader will cause extensive production delay), the contractor shall contact the NLS/BPH project monitor or the COTR for instructions before proceeding. If an alternate reader is used, the contractor shall provide the reader with any notes from the previous book to ensure continuity in pronunciation and characterization.

C.4.3 In the event of request by NLS/BPH for a specific reader or authorization to select an alternate reader, the contractor shall adhere to all requirements of specification 300. Such request or authorization does not constitute in any way a waiver of any of the requirements. The contractor shall be ultimately responsible for narration quality and shall notify NLS/BPH when a reader is no longer suitable to record the title.

C.5 RUSH BOOKS

Certain books may be assigned as rush books, requiring different production schedules (see section F.2.3).

C.6 GOVERNMENT PROPERTY DISPOSITION

C.6.1 Master Recordings

Master recordings, either as analog audio tapes or digital audio files, are the property of the Library of Congress and shall be retained by the contractor for a period of one (1) year after shipment of title (see reference to warranty replacement provisions in section C.6.2.). Unless special instructions are provided by NLS/BPH within this period of time, master recordings may be disposed of at the discretion of the contractor at the end of the one-year period, but such disposal shall protect the government's rights in the recordings, i.e., disposal shall not enable reuse of the recordings. All cost of storage of master recordings and handling and shipment at NLS/BPH request shall be included in the costs of this contract.

C.6.2 Warranty

The contractor, under contractual requirements of Specifications #202 , #403, and #1202 shall be responsible for replacing defective books for the full one (1) year warranty period.

C.6.3 Print Books

Print books are property of the Library of Congress and shall be retained by the contractor for a period of one (1) year after completion of the book. At that time, contractor shall ship print books to NLS/BPH, attn: Production Control Section, at contractor's expense.

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C.7 NETWORK ADDRESSES

Within five (5) working days after receipt of request from NLS/BPH, the contractor shall:

- cancel a closing network library address and its quantities, update all master address files and divert the closing network library's quantities by changing mailing labels already in existence
- change a network library address or quantities by changing mailing labels already in existence and updating all master address files.

C.8 LABELS

C.8.1 Print/Braille Labels

Sources that can provide print/braille labels required for cassettes and containers are:

- a) Label Specialties, Inc.
attn: Jim Medley
2501 Technology Drive
Louisville, Kentucky 40299
502/261-9000
- b) American Foundation for the Blind
attn: Deo Mattow
11 Penn Plaza, Suite 300
New York, New York 10001
212/502-7600

C.8.2 Container Labels

Sample labels, attached to the sample container provided to bidders upon request, are for information only. All labels must conform to specification 403. Note carefully the specification provisions relating to requirements for label material and procedures for proposing equivalent materials.

C.9 OPTION TO INCREASE OR DECREASE QUANTITIES

The Library reserves the right, at its option, to increase or decrease the quantity for each title awarded by not more than twenty-five percent (25%), and the successful bidder agrees to accept such increase or decrease at the same unit prices as provided in the contract for the awarded quantities. This provision shall be read in extension of, and not in limitation of, option provisions in section I.3.